Documentation

HiPath 2000, HiPath 3000, HiPath 5000
HiPath OpenOffice
OpenStage 15

User guide

Communication for the open minded

Siemens Enterprise Communications
www.siemens.com/open

SIEMENS

Important information

	For safety reasons, the telephone should only be supplied with power:
	• using the original power supply unit.
	  Part number: L30250-F600-C14x (x: 1=EU, 2=UK, 3=US)
	  or
	• in a LAN with PoE (Power over Ethernet) which complies with the IEEE 802.3af standard.

	Never open the telephone or a key module. Should you encounter any problems, contact the responsible service personnel.
Siemens ORIGINAL Accessories	Use only original Siemens accessories. The use of other accessories may be hazardous and will render the warranty, extended manufacturer's liability and the CE marking invalid.

Trademarks

$C\,\epsilon$	The device conforms to the EU directive 1999/5/EC as attested by the CE marking.
	All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities. Proper disposal and separate collection of your old appliance will help prevent potential damage to the environment and human health. It is a prerequisite for reuse and recycling of used electrical and electronic equipment. For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative. The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may impose other regulations regarding the disposal of electrical and electronic equipment.

Location of the telephone

- The telephone should be operated in a controlled environment with an ambient temperature between 5°C and 40°C.
- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Do not install the telephone in a room where large quantities of dust accumulate; this can considerably reduce the service life of the telephone.
- Do not expose the telephone to direct sunlight or any other source of heat, as this is liable to damage the electronic components and the plastic casing.
- Do not operate the telephone in damp environments, such as bathrooms.

Software update

> During a software update, the phone must not be disconnected from the power supply unit, the LAN line or the phone line.
> An update action is indicated by messages on the display and/or by flashing LEDs.

Product support on the Internet

Information and support for our products can be found on the Internet: http://www.siemens-enterprise.com/.

Technical notes, current information about firmware updates, frequently asked questions and lots more can be found on the Internet at: http://wiki.siemens-enterprise.com/.

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Using team functions 91

Special functions in the LAN...............96

General information

About this manual

This document contains general descriptions of the technical options, which may not always be available in individual cases. The respective features must therefore be individually defined in the terms of the contract.

If a particular function on your phone is not available to you, this may be due to one of the following reasons:
• The function is not configured for you or your telephone. Please contact your system support representative.
• Your communications platform does not feature this function. Please contact your Siemens sales partner for information on how to upgrade.

This user guide is intended to help you familiarize yourself with OpenStage and all of its functions. It contains important information on the safe and proper operation of your OpenStage phone. These instructions should be strictly complied with to avoid operating errors and ensure optimum use of your multifunctional telephone in the network.

These instructions should be read and followed by every person installing, operating or programming an OpenStage phone.

For your own protection, please read the section dealing with safety in detail. Follow the safety instructions carefully in order to avoid endangering yourself or other persons and to prevent damage to the unit.

This user guide is designed to be simple and easy to understand, providing clear step-by-step instructions for operating your OpenStage phone.

Administrative tasks are dealt with in a separate manual. The Quick Reference Guide contains quick and reliable explanations of frequently used functions.

Service

The Siemens service department can only help you if you experience problems or defects with the phone.
Should you have any questions regarding operation, your specialist retailer or network administrator will gladly help you.
For queries regarding connection of the telephone, please contact your network provider.

If you experience problems or defects with the phone, please dial the service number for your country.

Intended use

The OpenStage phone is a desktop or wall-mounted unit designed for voice transmission and for connection to a LAN. Any other use is regarded as unauthorized.

Telephone type

The phone name data can be found on the name plate on the base of the device; The exact product name and serial number are specified here. Specific details concerning your communications platform can be obtained from your service technician.
Please have this information ready when you contact our service department regarding faults or problems with the product.

Speakerphone quality and display legibility

- To ensure good speakerphone quality, the area in front of the microphone (front right) should be kept clear. The optimum speakerphone distance is 50 cm.
- Proceed as follows to optimize display legibility:
  – Turn the phone to tilt the display to ensure you have a frontal view of the display while eliminating light reflexes.
  – Adjust the contrast as required → page 102.

Voice encryption

On HiPath 2000/3000/5000 (from R 4), HiPath OpenOffice EE (V1) your OpenStage 15 supports voice encryption from software release 2 (V1 R2.xxxx). This allows you to use your OpenStage to perform tap-proof calls. Voice transmission is encrypted and is decrypted at the other call party's phone and vice versa.

If "Secure Mode" is enabled on your phone, and a connection is established to a phone that does not support voice encryption, the call is not encrypted and thus unsecured.

Your service personnel can define at the communication system whether you are notified of unencrypted calls and how → page 69.

Getting to know your OpenStage phone

The following sections describe the most frequently used operating elements and the displays on your OpenStage phone.

The user interface of your OpenStage 15

1	You can make and receive calls as normal using the **handset**.
2	The **display** permits intuitive operation of the phone → page 18.
5	**Audio keys** are also available, allowing you to optimally configure the audio features on your telephone → page 15.
4	☑ **mailbox key** and ≥☰ **menu key**.
5	The **keypad** is provided for input of phone numbers/codes.
6	You operate the telephone → page 15 with the **navigation keys**.
3	The **programmable keys** can be assigned with functions (e. g. Disconnect) → page 59.

Ports on the underside of the phone

Power supply unit ⏻
(if required)

PC 🖳

Network

Local
cable type

Key module 📇

Handset
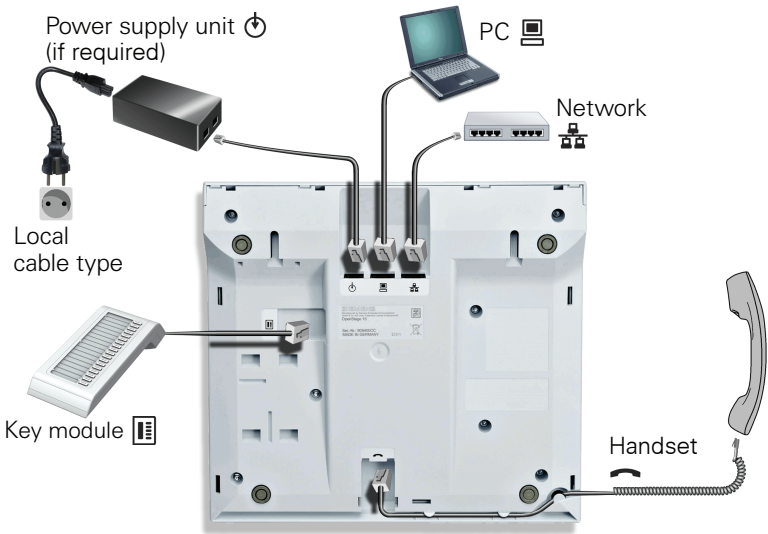
Properties of your OpenStage 15

Display type	LCD, 24 x 2 characters
Full-duplex speakerphone function	✓
Wall mounting	✓

Using network ports more efficiently

OpenStage 15 has an integrated 10/100 mbps Ethernet switch. This means that you can connect a PC to the LAN directly via the phone.

Network switch   OpenStage 15   PC
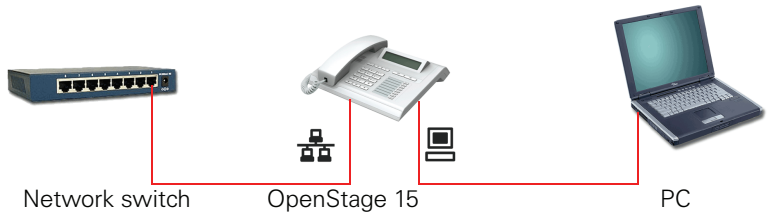
Using this connection option saves one network port for each switch used and requires fewer or shorter network cables when arranged correctly.

OpenStage Key Module 15

The OpenStage Key Module 15 is a key module attached to the side of the phone that provides an additional 18 illuminated, programmable sensor keys.
Like keys on the phone, these keys can be programmed and used according to your needs → page 16.

You can only attach one OpenStage Key Module 15 to your OpenStage 15.

Keys

Audio keys

Key	Function when key is pressed
−	Reduce volume and set contrast brighter → page 102.
◁»)	Turn loudspeaker on/off (with red LED key)→ page 24.
+	Increase volume and set contrast darker → page 102.

Mailbox key and Menu key

Key	Function when key is pressed
▽	Open mailbox (with red LED key) → page 19.
≡	Open Program/Service menu (with red LED key) → page 21.

Navigation keys

These are used to manage most of your phone's functions and display.

Key	Function when key is pressed
▲	Open the idle menu → page 18 or browse back in the menu.
OK	Perform action.
▼	Open the idle menu → page 18 or browse forward in the menu.

Programmable function keys

Your OpenStage 15 has eight illuminated keys to which you can assign functions or numbers.

> Increase the number of programmable function keys by connecting a key module → page 14.

Peter Fox 🔴
Destinations? ⬜
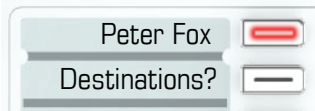
Depending on how they are programmed, you can use the keys as:
• Function key → page 59
• Repdial/Direct station selection key → page 64

Each key can be programmed with one function.

> The configuration of direct station selection keys must be activated by your service personnel.
>
> Direct station selection keys can be assigned an internal number from the HiPath 4000 network.

Press the key briefly to activate the programmed function or dial the stored number.

Hold the key to open the key programming menu → page 59.

Your OpenStage is delivered with label strips. Write functions or names in the white fields on the label strips.

The status of a function is shown by the LED on the corresponding function key.

Meaning of LED displays on function keys

LED		Meaning of function key
⬛	Off	The function is deactivated.
〰️	Flashing[1]	The function is in use.
⬜	On	The function is activated.

[1] In this manual, flashing keys are identified by this icon, regardless of the flashing interval. The flashing interval represents different statuses, which are described in detail in the corresponding sections of the manual.

Keypad

In cases where text input is possible, you can use the keypad to input text, punctuation and special characters in addition to the digits 0 to 9 and the hash and asterisk symbols. To do this, press the numerical keys repeatedly.

Example: To enter the letter "h", press the number $\boxed{4_{ghi}}$ key on the keypad twice.

> To enter a digit in an alphanumerical input field, hold down the relevant key.

Alphabetic labeling of dial keys is also useful when entering vanity numbers (letters associated with the phone number's digits as indicated on the telephone spell a name, e.g. 0700 - PATTERN = 0700 - 7288376).

Display

Your OpenStage 15 comes with a black-and-white LCD display. Adjust the contrast to suit your needs → page 102.

Idle mode

Your phone is in idle mode when there are no calls taking place or settings being made.

Example:

Time

```
13:15          MON 02.03.07
220870                    ⬍
```

Date

Open the idle menu

Own phone number
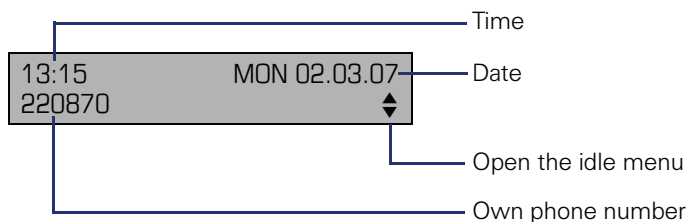
Idle menu

When in idle mode, press a key on the 3-way navigator → page 15 to display the idle menu. You can call up various functions here. The idle menu includes selected functions from the Program/Service menu → page 21.

It may contain the following entries:
- Caller list
- Forwarding on
- Lock phone
- DND on[1]
- Advisory msg. on
- Ringer cutoff on
- Send message
- View sent message[2]
- View callbacks[3]
- Directory
- HF answerback on
- Suppress call ID
- Waiting tone off
- DISA intern

[1] Must be activated by service personnel.
[2] Only appears when there are messages that the recipient has not yet viewed
[3] Only appears if callback requests are saved

Mailbox

Depending on the type and configuration of your communications platform (contact the relevant service personnel), messages from services, such as, HiPath Xpressions are displayed in this application in addition to messages received.

Messages

You can send short text messages to individual internal stations or groups.

In idle mode (→ page 18) the following signals alert you to the presence of new messages:

- ☐ key LED lights up
- Displays "Messages received".

Press the mailbox key ☐.

Example:

Caller ID

```
Msg. from: Coco, Chanel
Message sent?                    ⬍
```

Function menu

Display message
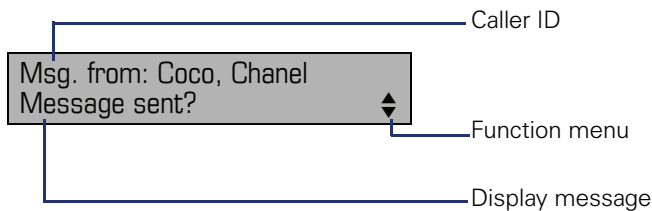
For a description of how to edit the entries → page 78.

Voicemail

If your telephone is connected to a voicemail system (such as Entry Voice Mail), the Mailbox key will also light up to alert you to any messages that have arrived.
An appropriate message also appears on the display (for instance, in Entry Voice Mail: "<x> new messages").

To play back your voicemail, follow the instructions on the display.

Caller list

If you are unable to accept an external or internal call, the call attempt is stored in the caller list.
Answered calls can also be saved (contact your service personnel).

Your telephone stores up to ten calls in chronological order. Each call is as-signed a time stamp. The most recent entry not yet answered in the list is displayed first. Multiple calls from the same caller do not automatically generate new entries in the caller list. Instead, only the most recent time stamp for this caller is updated and its number incremented.

The caller list is automatically displayed → page 18 in the idle menu → page 41.

▌▌▶ Callers with suppressed numbers cannot be saved in the call log.

Information is displayed regarding the caller and the time at which the call was placed.

Example:

```
                                            Caller ID
10168 PETER
Busy        21.02.      16:25 ⬍
                                            Function menu
                                            Time
                                            Date
                                            Telephone status during
                                            a call attempt
```
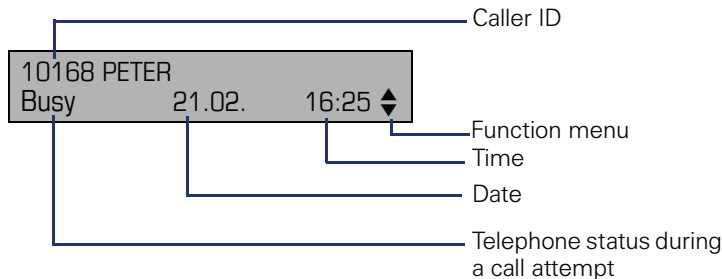
▌▌▶ For a description of how to edit the call logs → page 41.

Program/Service menu

Use the ⌐≥≡⌐ menu key to reach the Program/Service menu for your communication system.

The menu key LED remains red as long as you are in this menu.

Example:

Menu title

 Program/Service:
*7=Use speed dialing?   ⬍

Further entries are available

Menu option
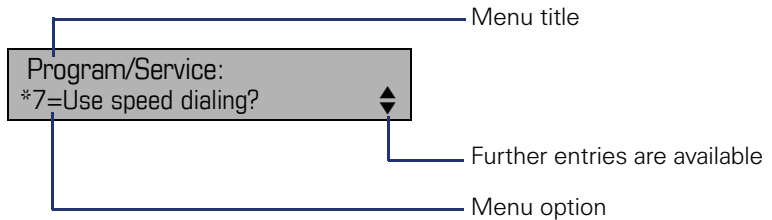
A double arrow next to an entry indicates the availability of additional options for this entry. The menu structure comprises several levels. The first line in this structure shows the menu currently selected while the second line shows an option from this menu.

Control and monitoring function

A control or monitoring function can be activated on your phone for service purposes by remote maintenance.

Control function

Service personnel have the option to activate and deactivate features of the phone via remote maintenance. During maintenance the handset, microphone, loudspeaker and headset are deactivated. You are additionally informed on the display that the control function is active.

Monitoring function

In order to detect malfunctioning of a phone for example, the service personnel install a monitoring function. You can use your phone as normal during monitoring. However you will first be informed about the operation with a message on the display and prompted to allow monitoring.

Basic functions

> Please read the introductory chapter "Getting to
> know your OpenStage phone" → page 11 care-
> fully before performing any of the steps de-
> scribed here on your phone.

Answering a call

Special default ring signaling is set for your telephone:
- When you receive an internal call, your telephone
  rings once every four seconds (single-tone se-
  quence).
- When you receive an external call, your telephone
  rings twice in rapid succession every four seconds
  (dual-tone sequence).
- When you receive a call from the entrance tele-
  phone, your telephone rings three times in rapid
  succession every four seconds (triple-tone se-
  quence).
- If a call is waiting, you hear a short tone (beep) every
  six seconds.

> Your service personnel can adjust the ring ca-
> dence for external and internal calls for you.
> In other words, different ring cadences can be
> set for different internal callers.

The number or the name of the caller appears on the
display.

Answering a call via the handset

The phone rings. The caller appears on the screen.
Pay attention to the notes on voice encryption
→ page 69.

↗ Lift the handset.
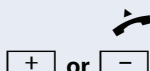
⊞ **or** ⊟ Raise or lower the volume. Keep pressing the key until
the desired volume is set.

Answering a call via the loudspeaker (speakerphone mode)

Suggestions for using speakerphone mode:
- Tell the other party that you are using speakerphone mode.
- The speakerphone works bests at a low receiving volume.
- The ideal distance between the user and the telephone set in speakerphone mode is about 50 cm (approx. 20 inches).

The phone rings. The caller appears on the screen. Pay attention to the notes on voice encryption → page 69.

◄�˙ ⎟◀ᴰ⎟ Press the key shown. The LED lights up.

if nec. ⎟ + ⎟ **or** ⎟ − ⎟ Raise or lower the volume. Keep pressing the key until the desired volume is set.

Ending a call

⎟◀ᴰ⎟ Press the key shown. The LED goes out.

Switching to speakerphone mode

Prerequisite: You are conducting a call via the handset.

◀🔊 📞   Hold down the key and replace the handset. Then release the key.

if nec. ➕ **or** ➖   Set the call volume. Keep pressing the key until the desired volume is set.

U.S. mode

If the country setting is set to U.S. (ask the service personnel), you do not have to hold down the loudspeaker key when replacing the handset to switch to speakerphone mode.

◀🔊   Press the key shown.

➤   Replace the handset. Proceed with your call.

if nec. ➕ **or** ➖   Set the call volume. Keep pressing the key until the desired volume is set.

Switching to the handset

Prerequisite: You are engaged in a call in speakerphone mode.

➤ **and** ➘   Lift the handset. Proceed with your call.

Open listening in the room during a call

You can let other people in the room join in on the call. Let the other party know that you have turned on the speaker.

Prerequisite: You are conducting a call via the handset.

Activating

◀🔊   Press the key shown. The LED lights up.

Deactivating

◀🔊   Press the key shown. The LED goes out.

Making calls

Off-hook dialing

➤ Lift the handset.

Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

Pay attention to the notes on voice encryption ➔ page 69.

The called party does not answer or is busy:

➤ Replace the handset.

On-hook dialing

internal: Enter the station number.
External calls: Enter the external code and the station number.

The other party answers with speaker:

➤ Lift the handset.

or On-hook dialing: Speakerphone mode.

Pay attention to the notes on voice encryption ➔ page 69.

The called party does not answer or is busy:

◀》 Press the key shown. The LED goes out.

Dialing with DDS keys

Prerequisite: You have saved a number on a DDS key ➔ page 64.

Press the key with a saved number.
If the number is saved on the second layer, press the shift key first.

Pay attention to the notes on voice encryption ➔ page 69.

You can press the DDS key during a call and automatically initiate a callback➔ page 28.

25

Redialing a number

The last ten external telephone numbers dialed are stored automatically.

> If this feature is configured (contact your service personnel), account codes entered are also saved → page 67.

You can redial them simply by pressing a key.

Displaying and dialing saved station numbers

Prerequisite: The "Redial" key is configured.

▬ Press the "Redial" key to dial the last number dialed.

Press the key twice to dial the next to the last number dialed.

Press the key three times to dial the third-to-the-last number dialed.

or

Next?

Keep confirming until the phone number you want appears.

Call?

Select and confirm the option shown.

Pay attention to the notes on voice encryption → page 69.

Ending a call

🔊 Press the lit key.

or

☎ Replace the handset.

Rejecting calls

You can reject calls which you do not wish to take. The call is then signaled at another definable telephone (contact your service personnel).

Prerequisite: The "Disconnect" key is configured. The phone rings. The caller appears on the screen.

Press the "Disconnect" key.

If a call cannot be rejected, your telephone will continue to ring. The message "Currently not possible" is displayed (e.g. in the case of recalls).

Turning the microphone on and off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone. You can also switch on the handsfree microphone to answer an announcement via the telephone speaker (speaker call, → page 37).

Prerequisite: A connection is set up, the microphone is activated. The "microphone" key is configured

Press the "microphone" key. The microphone is deactivated.

or

Press the illuminated "microphone" key. The microphone is activated.

Calling a second party (consultation)

You can call a second party while a call is in progress. The first party is placed on hold.

Consultation?

Confirm.

📱 Call the second party.

Pay attention to the notes on voice encryption → page 69.

Return to the first party:

Return to held call?

Confirm,

or

Quit and return?

select and confirm the option shown.

Switching to the held party (alternating)

Toggle/Connect?

Select and confirm the option shown.

Pay attention to the notes on voice encryption → page 69.

Combine the calling parties into a three-party conference

Conference?

Select and confirm the option shown.

If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure→ page 69.

Allowing call partners to continue a conference after you exit

Leave conference?

Select and confirm the option shown.

For more information on conferences, see → page 52.

Transferring a call

If the person you are speaking to wants to talk to another colleague of yours, you can transfer the call that colleague.

Consultation?

Confirm.

📞 Enter the number of the party to which you want to transfer the call.

📞 Announce the call, if necessary.

📞 Replace the handset.

or

Transfer?

Select and confirm the option shown.

Call forwarding

Using variable call forwarding

You can immediately forward internal or external calls to different internal or external telephones (destinations). (External destinations require special configuration in the system.)

> When call forwarding is active, a special dial tone sounds when you lift the handset.
>
> If DID DTMF is active (contact your service personnel), you can also forward calls to this destination. Destinations: Fax = 870, DID = 871, Fax-DID = 872.
>
> If you are a call forwarding destination, your display will show the number or the name of the originator on the upper line and that of the caller on the lower line.

> Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 97!

| | If configured: Press the forwarding key. |

or

| ▼ | Open the idle menu → page 18. |

| Forwarding on? | Select and confirm the option shown. |

| 1=all calls? | Confirm, |

or

| 2=external calls only? | select and confirm the option shown, |

or

| 3=internal calls only? | select and confirm the option shown. |

| 📱 | Enter the destination number. |

| Save? | Confirm. |

Deactivating call forwarding

| Forwarding off | Select and confirm the option shown. |

Step by step

Using call forwarding no reply (CFNR)

Calls that are not answered after three rings (=default, can be adjusted by service personnel) or that are received while another call is ongoing can be automatically forwarded to a specified telephone.

$\boxed{\text{≡}}$ Press the key shown.

| *495=CFNR on? |

Select and confirm the option shown.

$\boxed{\text{⣿}}$ Enter the destination number.
- Enter the internal station number for internal destinations
- Enter the external code and the external station number for external destinations

| Save? |

Confirm.

Deactivating call forwarding no reply

$\boxed{\text{≡}}$ Press the key shown.

| #495=CFNR off? |

Select and confirm the option shown.

| Delete? |

Confirm.

or

| Exit |

Select and confirm to deactivate but not delete the forwarding destination.

> If CFNR is activated, when you hang up, "CFNR to:" appears briefly on the display: ...".

Step by step

Call forwarding in the event of telephone failure (CFSS)

If configured (consult your service personnel), you can define an internal or external call forwarding destination that activates in the event of telephone failure.

$\boxed{\ge}$ Press the key shown.

| *9411= CFSS on? |

Select and confirm the option shown.

$\boxed{\vdots}$ Enter the destination number.

| Save? |

Confirm.

Deactivating call forwarding/deleting a destination:

$\boxed{\ge}$ Press the key shown.

| #9411= CFSS off? |

Select and confirm the option shown.

| Delete? |

Confirm the option shown to deactivate and delete the forwarding destination.

or

| Exit? |

Select and confirm to deactivate but not delete the forwarding destination.

Changing the forwarding destination (if call forwarding is active):

$\boxed{\ge}$ Press the key shown.

$\boxed{*}$ $\boxed{9_{wxyz}}$ $\boxed{4_{ghi}}$ $\boxed{1\ \ }$ $\boxed{1\ \ }$ Enter the code.

| Change? |

Confirm.

$\boxed{\vdots}$ Change the destination phone number.

| Save? |

Confirm.

Step by step

Call forwarding in the carrier network and forwarding multiple subscriber numbers (MSN) (not for U.S.)

If this function has been configured (contact your service personnel), you can forward calls to your assigned multiple subscriber number (MSN) (DID number) directly within the carrier network.
For example, you can forward your phone line to your home phone after business hours.

⌐≡⌐ Press the key shown.

Trunk FWD on?

Select and confirm the option shown.

1=immediate?

Select and confirm the required type of call forwarding

or

2=on no answer?

select and confirm the option shown.

or

3=on busy?

select and confirm the option shown.

▦ Enter your DID number.

▦ Enter the destination number (without the external code).

Save?

Confirm.

Deactivating call forwarding

Trunk FWD off?

Select and confirm the option shown.

Confirm the displayed call forwarding type.

▦ Enter your DID number.

Using callback

You can request a callback if the internal station called is busy or if nobody answers. This also applies for external calls via ISDN exchanges. This feature saves you from having to make repeated attempts to reach the user. You receive a callback

- When the other party is no longer busy,
- When the user who did not answer has conducted another call.

> When configured (contact your service personnel), all callback requests are automatically deleted over night.

Storing a callback

Prerequisite: You have reached a busy line or no one answers.

Callback?

Confirm.

Accepting a callback

Prerequisite: A callback was saved. Your telephone rings. "Callback: ..." appears on the display: ..." appears on the screen.

\^ Lift the handset.

or

◁)) Press the key shown. The LED lights up.

or

Answer?

Select and confirm the option shown.

You hear a ring tone.

Pay attention to the notes on voice encryption
→ page 69.

Step by step

Viewing and deleting a stored callback

▼ Open the idle menu → page 18.

View callbacks?

Select and confirm the option shown[1].

Next callback?

Select and confirm to display additional entries.

Deleting a displayed entry

Delete?

Confirm.

Ending retrieval

Exit?

Select and confirm the option shown.

or

⌑ Press the key shown. The LED goes out.

or

◁» Press the key shown. The LED goes out.

---

[1] "Differing display view in a HiPath 4000 environment"

Step by step

Enhanced phone functions

Answering calls

Accepting a specific call for your colleague

You hear another telephone ring.

⊡≡ Press the key shown.

| More features?   ⬦ |

Select and confirm the option shown.

| *59=Pickup - directed? |

Select and confirm the option shown.

if nec.

| Next? |

Select and confirm until the name/number of the required subscriber is displayed.

| Accept call? |

Confirm.

or

📟 If you know the number of the telephone that is ringing, enter it directly.

Pay attention to the notes on voice encryption

Using the speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement. The other party's name or station number appears on the screen.

You can conduct the call with the handset or in speakerphone mode.

\ Lift the handset and answer the call.

or

Mute off?

Press the "OK" key to confirm your selection and answer the call.

> If handsfree answerback is enabled (see below), you do not need to switch on the microphone - you can answer directly. You can answer immediately in speakerphone mode.
> If handsfree answerback is disabled (default setting), follow the procedure described above.
>
> Placing a speaker call to a colleague → page 46.

Enabling and disabling handsfree answerback

▼ Open the idle menu → page 18.

HF answerback on?

Select and confirm the option shown,

or

HF answerback off?

select and confirm the option shown.

Step by step

Answering calls from the entrance telephone and opening the door

If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener.
If you have the proper authorization (contact your service personnel), you can activate the **door opener**, enabling visitors to open the door themselves by entering a 5-digit code (using a DTMF transmitter or the keypad installed).

Speaking to visitors via the entrance telephone

Prerequisite: Your telephone rings.

➤ Lift the handset within thirty seconds. You are connected to the entrance telephone immediately.

or

➤ Lift the handset after more than thirty seconds.

📟 Dial the entrance telephone number.

Opening the door from your telephone during a call from the entrance telephone

Open door?

Confirm.

Opening the door from your telephone without calling the entrance telephone

⌈≡⌉ Press the key shown.

*61=Open door?

Select and confirm the option shown.

📟 Dial the entrance telephone number.

> ▐▶ Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 101!

Opening the door with a code (at the door)

📟 After ringing the bell, enter the five-digit code (using the keypad or a DTMF transmitter). Depending on how the door opener has been programmed, a doorbell call signal may or may not be forwarded.

Step by step

Activating the door opener

$\boxed{\geq\equiv}$ Press the key shown.

| *89=Door opener on? |

Select and confirm the option shown.

📱 Dial the entrance telephone number.

📱 Enter the five-digit code. Default code = "00000".

or

| 3=change password? |

Select the displayed function and press the "OK" dialog key to change the code.

| 1=enable with ring? |

Select and confirm the option shown.

or

| 2=enable w/o ring? |

You can also open the door without a doorbell ring.

Deactivating the door opener

$\boxed{\geq\equiv}$ Press the key shown.

| #89=Door opener off? |

Select and confirm the option shown.

Step by step

Making calls

En-bloc sending/correcting numbers

If this feature is configured (contact your service personnel), a connection is not attempted immediately when a station number is entered. This means that you can correct the number if necessary.
The station number is only dialed at your specific request.

📱 Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

Dialing entered/displayed numbers

➦ Lift the handset.

or

Dial?

Confirm.

Pay attention to the notes on voice encryption
→ page 69.

Correcting numbers entered

> A station number can only be corrected as it is being entered. Station numbers stored for number redial, for example, cannot be corrected.

Delete number?

Select and confirm the option shown.
The last digit entered in each case is deleted.

📱 Enter the required digit(s).

Canceling en-bloc sending

Cancel?

Select and confirm the option shown.

or

◁» Press the key shown. The LED goes out.

Step by step

Using the caller list

Detailed information, as well as a sample display entry are provided on → page 20.

Retrieving the caller list

Prerequisite: Service personnel has set up a caller list for your telephone.

▼ | Open the idle menu → page 18.

Caller list? | Confirm[1].

The latest entry is displayed, see the example on → page 20.

Next? | To view other calls, confirm each subsequent display.

Ending retrieval

Previous menu? | Select and confirm the option shown.

or

⧉ | Press the key shown. The LED goes out.

or

◁)) | Press the key shown. The LED goes out.

Displaying the call time

Prerequisite: You have retrieved the caller list and the selected call is displayed → page 20.

Time/date sent? | Select and confirm the option shown.

Dialing a station number from the caller list

Prerequisite: You have retrieved the caller list and the selected call is displayed.

Call? | Select and confirm the option shown.

Pay attention to the notes on voice encryption → page 69.

The caller is automatically deleted from the caller list when a connection is finally set up.

Removing an entry from the caller list

Prerequisite: You have retrieved the caller list and the selected call is displayed.

Delete? | Confirm.

[1] "Differing display view in a HiPath 4000 environment"

Step by step

Dialing a number from the internal directory

The internal directory contains all station numbers and system speed-dial numbers assigned to a name. Contact your service personnel to find out if one was configured for your system.

Prerequisite: Names have been assigned to the station numbers stored in the system.

\^ Lift the handset.

or

🔊 Press the key shown. The LED lights up.

Directory?

Confirm.

if nec. If several directories have been configured:

1=internal?

Confirm.

The first entry is displayed on the screen.
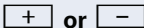
⊞ **or** ⊟ Scroll to next or previous entry.

or

Scroll Next?

select and confirm the option shown,

or

Scroll Previous?

select and confirm the option shown.

or

📶 Enter the name you want to find, or just the first few letters, using the alphanumeric keypad➔ page 17.

if nec.

Delete Character?

Select and confirm each letter to be deleted. The last letter entered is deleted. If all letters are deleted, the first entry in the directory will be displayed again.

if nec.

Delete Line?

Select and confirm the option shown. All entered letters are deleted, and the first entry in the internal directory is displayed again.

The entry you wish to dial appears on the screen

Call?

Select and confirm the option shown.

Pay attention to the notes on voice encryption ➔ page 69.

Step by step

Using the LDAP directory

If configured (ask your service personnel), you can search for directory data in the LDAP database and dial the number of any subscriber you find there.

Prerequisite: The LDAP search feature has been configured in the system.

➜ Lift the handset.

or

◁)) Press the key shown. The LED lights up.

| Directory |

Confirm.

if nec. If several directories have been configured:

| 2=LDAP? |

Select and confirm the option shown.

📟 Enter the name you wish to search for using the keypad (max. 16 characters) ➜ page 17.
You can enter an incomplete name, e.g. "mei" for "Meier".

if nec. If configured (ask your service personnel), you can also search for surname and first name. To separate surname and first name by a space, enter "0". You can enter incomplete names, e.g. "mei p" for "Meier Peter".

if nec.

| Delete Character? |

Select and confirm each letter to be deleted. The last letter entered is deleted.

In large databases, the results of the search may be incomplete if too few characters are entered ➜ page 44.

| Search? |

Confirm.
The name is searched for. This may take a few seconds.

Step by step

The result is displayed

If only one name is found, it is displayed.
Confirm.

Call?

If several names are found (max. 50), the first name is
displayed.

| + | or | − | Scroll to next or previous entry,

or

Scroll Next?

confirm,

or

Scroll Previous?

select and confirm the option shown.

Call?

Select and confirm the option shown.

Pay attention to the notes on voice encryption
→ page 69.

If no name is found

If your search does not yield any name corresponding to
your query, you can extend the range of the search,
e.g. by deleting characters.

Modify search?

Select and confirm the option shown.
For further procedure, see above.

If too many names are found

If more than the maximum of 50 names are found cor-
responding to your query, only an incomplete list of re-
sults can be displayed.

You can view these results, select any of the names, or
change the search string (e.g. narrow the search by en-
tering more characters).

> In this case it is advisable to narrow down the
> search so that all corresponding names can be
> displayed.

Show matches?

Confirm, to view the incomplete list.
For further procedure, see above.

or Narrow the search down.

Modify search?

Select and confirm, in order to change the search string.
For further procedure, see above.

Making calls using system speed-dial numbers

Prerequisite: You know the system speed-dial numbers (consult your service personnel).

| ☰ | Press the key shown.

*7=Use speed dialing?

Select and confirm the option shown.

📟 Enter a three-digit speed-dial number.

Pay attention to the notes on voice encryption → page 69.

if nec. **Suffix-dialing**

📟 If necessary, you can suffix-dial additional digits (for example, the user's extension) at the end of the saved station number.
If this feature is configured, a suffix is automatically dialed (for example, "0" for the exchange) if no entries are made within 4 or 5 seconds.

Dialing with speed-dial keys

Prerequisite: You have configured speed-dial keys → page 45.

| ☰ | Press the key shown.

*7=Use speed dialing?

Select and confirm the option shown.

| ⃰ | Press the key shown.

📟 Press the required speed-dial key.

Pay attention to the notes on voice encryption → page 69.

Configure a speed-dial key

You can program the keys **0 +** to **9 wxyz** with ten frequently used phone numbers.

| ☰ | Press the key shown.

*92=Change Speed Dial?

Select and confirm the option shown[1].

Change?

Confirm.

[1] "Differing display view in a HiPath 4000 environment"

Step by step

$\boxed{*}$ Press the key shown.

📠   Press the required speed-dial key. If the key is already in use, the programmed phone number appears on the screen.

Change

Confirm.

📠   First enter the external code and then the external station number.

Save

Confirm.

or   **If you make a mistake:**

Previous?

Select and confirm the option shown. This deletes all entered digits.

Next?

Confirm.

or

Change?

Select and confirm the option shown,

or

Delete?

select and confirm the option shown,

or

Exit?

select and confirm the option shown.

Talking to your colleague with a speaker call

You can make a loudspeaker announcement through a loudspeaker if connected (ask your service personnel), or to an internal user with a system telephone without any action on their part.

$\boxed{\blacktriangledown}$ Open the idle menu → page 18.

*80=Speaker call?

Select and confirm the option shown.

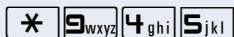📠   Enter the station number.

⬛➤   Responding to a speaker call → page 37.

Talking to your colleague with discreet calling

If this function has been configured (ask your service personnel), you can join an ongoing call conducted by an internal user at a system telephone with display. You can listen in unnoticed and speak to the internal user without being overheard by the other party (discreet calling).

➤ Lift the handset.

⁕ 9wxyz 4ghi 5jkl   Enter the code.

📟 Enter your internal station number.

> ▓▶ Your service personnel can protect your telephone against discreet calling.

Automatic connection setup (hotline)

If this function is configured (contact your service personnel), the system automatically sets up a connection to a preset internal or external destination.

➤ Lift the handset.
Depending on the setting, the connection is either set up **immediately** or only **after** a preset **period of time** (hotline after a timeout).

Assigning a station number (not for U.S.)

If this function has been configured (contact your service personnel), you can selectively assign a specific number (DID number) to your telephone before making an external call. The assigned number then appears on the called party's display.

▣ Press the key shown.

*41=Temporary MSN?   Select and confirm the option shown.

📟 Enter the DID number you wish to use.

📟 Dial the external number.

Associated dialing/dialing aid

If this function has been configured (contact your service personnel), you can use a dialing aid to dial numbers and set up calls for your telephone.
The operating procedure depends on whether the dialing aid is connected to the **S_0 bus** or the **a/b (T/R) port.**

You can also use your system telephone as a dialing aid for other telephones.

Dialing aid on the S0 bus

On the PC, select a destination and start dialing.

➤ The speaker on your telephone is switched on. Lift the handset when the other party answers.

Dialing aid at the a/b (T/R) port

On the PC, select a destination and start dialing.

"Lift the handset" appears on the PC screen.

➤ Lift the handset.

Dialing aid from your telephone for another telephone:

☰ Press the key shown.

*67=Associated dial? Select and confirm the option shown.

▦ Enter the internal station number ("Dial for:").

▦ Enter the number you wish to dial.

During a call

Using call waiting (second call)

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.
You can ignore or accept the second call.
When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.
You can block the second call or the signal tone
(→ page 50).

Prerequisite: You are engaged in a phone call and hear a tone (every six seconds).

Ending the first call and answering the waiting call:

Replace the handset. Your telephone rings.
Pay attention to the notes on voice encryption
→ page 69.

Answer the second call. Lift the handset.

Placing the first call on hold and answering the second call:

| Call waiting? |

Select and confirm the option shown.
Pay attention to the notes on voice encryption
→ page 69.

You are immediately connected to the second caller.
The first party is placed on hold.

Ending the second call and resuming the first one

| Quit and return? |

Confirm.

or

Replace the handset. "Recall appears on the display: ..."
appears on the screen.

Lift the handset.

Step by step

Preventing and allowing call waiting (automatic camp-on)

If this function has been configured (ask your service personnel), you can prevent or allow a second call → page 49 from being signaled by automatic camp-on during an ongoing call.

⌸   Press the key shown.

| #490=Call wait.trm.off? |

Select and confirm the option shown[1],

or

| *490=Call wait.term.on? |

select and confirm the option shown.

Turning the call waiting tone on and off

You can suppress the call waiting tone (every six seconds) for external calls. A one-time special dial tone then alerts you to the waiting call.

Activating

▼   Open the idle menu → page 18.

| Waiting tone off? |

Select and confirm the option shown.

Deactivating

▼   Open the idle menu → page 18.

| Waiting tone on? |

Select and confirm the option shown.

Saving a number

You can save your call partner's station number for subsequent redialing from the caller list → page 41.

Prerequisite: You are conducting a call.

| Save number? |

Select and confirm the option shown.

[1] "Differing display view in a HiPath 4000 environment"

Parking a call

You can park up to ten calls, either internal, external, or both. Parked calls can be displayed on and picked up from another telephone. This feature is useful if you want to continue a call at another phone.
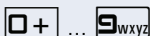
Prerequisite: You are conducting a call.

$\boxed{\geq}$ Press the key shown.

| *56=Park a call? |

Select and confirm the option shown.

$\boxed{\mathbf{0}+}$ ... $\boxed{9_{wxyz}}$ Enter the number of the park slot (0 - 9) and make a note of it. If the park slot number you entered is not displayed, it is already in use; enter another one.
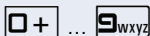
Retrieving a parked call

Prerequisite: One or more calls have been parked. The phone is idle.

$\boxed{\geq}$ Press the key shown.

| Retrieve call? |

Select and confirm the option shown.

$\boxed{\mathbf{0}+}$ ... $\boxed{9_{wxyz}}$ Enter the park slot number you noted earlier.
If the park slot number you enter is not in use, you cannot retrieve the call.

If a parked call is not picked up, after a specific period of time the call is returned to the telephone from where it was parked (recall).

Step by step

Conducting a conference

In a conference call, you can talk to as many as four other parties at the same time. These may be internal or external users.

▥ You can only add parties to or remove them from a conference if you initiated the conference.

📞 Call the first party.

Start conference?

Select and confirm the option shown.

📞 Call the second party. Announce the conference.

Conference?

Select and confirm the option shown.

A tone sounds every 30 seconds to indicate that a conference is in progress.

▥ If voice encryption is not activated or not available on a conference party's phone, the entire conference is not secure. It may be indicated that the call is not secure➔ page 69.

If the second party does not answer

Return to held call?

Confirm.

Adding up to five parties to a conference

Add party?

Confirm.

📞 Call the new party. Announce the conference.

Conference?

Select and confirm the option shown.

Viewing the conference parties

View conf parties?

Select and confirm the option shown. The first party is displayed.

Next?

To display other parties, confirm each subsequent display.

Exit list?

To exit the list: Select and confirm the option shown.

Step by step

Removing parties from the conference

| View conf parties? |

Select and confirm the option shown. The first party is displayed.

| Next? |

Confirm as often as required until the desired party appears.

| Remove party? |

Select and confirm the option shown.

> If a participant that was connected to the conference via an unencrypted line leaves, the conference remains unsecured.

Leaving a conference

| Leave conference? |

Select and confirm the option shown.

or

➔ Replace the handset, if this feature is configured (contact your service personnel).

Ending a conference

| End conference? |

Select and confirm the option shown.

or

➔ Replace the handset, if this feature is configured (contact your service personnel).

Removing the ISDN central office party from the conference

| Drop last conf. party? |

Select and confirm the option shown.

Activating tone dialing/DTMF suffix-dialing

You can transmit dual-tone multifrequency (**DTMF**) signals to control devices such as an answering machine or automatic information system.

$\boxed{\geq\equiv}$ Press the key shown.

Select and confirm the option shown.

*53=DTMF dialing?

📳   You can use the keys $\boxed{0+}$ through $\boxed{9_{wxyz}}$, $\boxed{\text{✱}}$ and $\boxed{\text{#}}$ to transmit DTMF signals.

▦▶ Ending the call also deactivates DTMF suffix dialing.
Your system may be configured so that you can start DTMF suffix-dialing immediately after setting up a connection.

Step by step

Transferring a call after a speaker call announcement in a group

If this function has been configured (contact your service personnel), you can use a speaker call (announcement, → page 91) to announce a call in progress to a group of users → page 46.
After a member of the group has accepted the call request, you can transfer the waiting party.

Prerequisite: You are conducting a call.

Consultation?

Confirm. The other party is placed on hold.

▼ Press the key shown.

*80=Speaker call?

Select and confirm the option shown.

📱 Enter the group's station number.

📞 Announce the call.
When a member of the group accepts the call → page 37, you are connected to this party.

📞 Replace the handset.

or

Transfer?

Select and confirm the option shown.

If the connection between the two other parties is not established within 45 seconds, the call from the first part returns to you (recall).

Sending a trunk flash

To activate ISDN-type services and features through the network carrier's analog trunks or those of other communications platforms (such as "consultation hold"), you must send a signal to the trunks before dialing the service code or telephone number.

Prerequisite: You have set up an external connection.

⌑≡ Press the key shown.

*51=Trunk flash?

Select and confirm the option shown.

📱 Enter the service code and/or telephone number.

If you cannot reach a destination

Call waiting (camp-on)

Prerequisite: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

Camp-on

Wait (approx. 5 seconds) until "Camp-on" appears on the display and the busy tone is followed by the ring tone.

The called party can then respond → page 49.

The called party can prevent automatic call waiting → page 50.

If this feature is configured (contact your service personnel), you will hear the ring tone and the message "Camp-on" is immediately displayed.

Busy override - joining a call in progress

This function is only available if it has been configured by the service technician (contact your service personnel).

Prerequisite: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

Override?

Select and confirm the option shown.

The called party and person to whom this party is talking hear an alerting tone every two seconds.
If the called party has a system telephone with display, the following appears on the screen: "Override: (Number or name)".

You can now start talking.

Step by step

Using night answer

When night answer mode is active, for example during a lunch break or after office hours, all external calls are immediately forwarded to a specific internal telephone (night station). The night station can be defined by service personnel (standard night answer service) or by you (temporary night answer service).

▌▌▶ Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 98!

Activating

Select and confirm the option shown.

| Night answer on? |

Press the "OK" dialog key to confirm (standard night answer service).

| *=default? |

or

✱ Enter the code (standard night answer service).

or

📱 Enter the destination number (temporary night answer service).
Confirm.

| Save? |

Deactivating

Select and confirm the option shown.

| Night answer off? |

Service personnel can also configure an "automatic night answer service". The automatic night answer service activates at specific times for your telephone depending on how it is programmed.
You can deactivate the automatic night answer service or replace it with a night answer service you configured (see above).

Step by step

Programming the function keys

You can program frequently used functions, station numbers OpenStage 15 or procedures onto the function keys on your or key module.

Configuring function keys

See also → page 16.

▥▶ A list of all available functions is displayed, see the overview → page 60.

Example: Programming the Shift key

▬ Hold down the key shown.

| Assign telephony function | Confirm |

or

⌗≡ Open the Program/Service menu → page 21.

| Prog. feature key | Select and confirm the option shown. |

▬ Press the key shown.

| Change key | Confirm. |

| More features ➜ | Select and confirm the option shown. |

| Shift Key | Confirm. |

if nec.

| Save incomplete | Select and confirm the option shown. |

Some functions (e.g. with "Call forwarding") cannot be saved completely. This means that when later initiating the function by pressing the button, further inputs are required.

| Exit | Confirm. |

or

| Another key | Select and confirm the option shown. |

The LED displays show the status of the function → page 16 and → page 60.

Overview of functions

The functions are split into the following menus:
- Destinations
- Feature Settings
- PIN and Authorization
- Calls
- More features

The available functions depend on your configu-
ration. If a function is missing, contact your ser-
vice personnel.

Saved function LED messages

**Call forwarding, Forwarding - trunk, Forward Line,
Night answer,Do not disturb, Telephone lock, Advi-
sory message, Ringer cutoff, HF answerback on/off,
Join/leave group, Caller ID suppression, Call
wait.term., Waiting tone off, Ring Transfer, Record-
ing, Door opener on/off, Control Relay (only for
HiPath 3000), Ringing group on, Shift Key**, **UCD
(Available on/off,Work on/off)**, **Night answer on/off**,
MULAP Privacy Release:

Saved function is not activated.

Saved function is activated.

Callback:

You have no entry for callback.

You have an entry for callback.

Repdial key (Internal), Direct station select:

Party not on a call.

Party is on a call or has activated DND.

Flashing quickly - I'm being called, please accept.
Flashing slowly - another party is being called and has
not yet answered.

Call key, General call key, Trunk key, MULAP Key, Temporary MSN:

No call via corresponding trunk.

Active call via the corresponding trunk.

Flashing quickly - call on the relevant trunk, call pickup
is possible by pressing the key.
Flashing slowly - a call is placed on hold on the relevant
trunk.

Step by step

Trunk group key:
At least one trunk is free.
All lines in this trunk group are occupied.

View call charges:
No chargeable calls have been set up since the last check.
Chargeable calls have been set up since the last check.

Call forwarding, Forward Line:
Flashing slowly - your line is a call forwarding destination.

Fax details:
No fax received or no message on the answering machine.
Fax received or message on the answering machine.

View number of calls:
No waiting callers.

Flashing quickly - callers waiting (certain number is exceeded).
Flashing quickly - callers waiting (certain number is reached).

Data I/O Service:
No connection to an application.
Active connection to an application.

Flashing slowly, connection to an application is temporarily interrupted.

The following functions programmed on keys do not have a LED function:
Repdial key (external), Procedure key, Trace call, Speed dial, Clear, Lock all phones, Send message, Directory (1=internal, 2=LDAP), Call waiting, Toggle/Connect, Conference, Speaker call, Retrieve line, Reserve trunk, Release trunk, Temporary Phone, Override, Park a call, Pickup - directed, Pickup - group, Account code, Show call charges, Page, Answer page, Answer, Timed reminder, Open door, DTMF dialing, Recall-key, Room monitor, Hold key, Consult internal,Consultation, Associated dial, Associated serv., Tel. data service, Mobile Login, Discreet Call.

Step by step

Programming a procedure key

Numbers and functions which require further input, i.e. which contain several operating steps, can be saved on a key on your telephone. The relevant service personnel must be granted appropriate authorization.

For example the function "Associated dialing" → page 48 together with the required input (phone number to be dialed) can be saved on a key. Numbers which require further input can also be saved.

▬▬ Hold down the key shown.

Assign telephony function

Confirm

or

▶≡ Open the Program/Service menu → page 21.

Prog. feature key

Select and confirm the option shown.

▬▬ Press the key shown.

Change key

Confirm.

More features	→

Select and confirm the option shown.

Procedure key	→

Select and confirm the option shown.

📟 Enter procedure. Example: ***67 231 123456**

✳⌂ 6mno 7pqrs Code for associated dial

2abc 3def 1⎵ Number of the phone to for which the call should be made

1⎵ 2abc 3def 4ghi 5jkl the number to be called.

if nec. ▬▬ Press "Pause" to enter pauses (a "P" appears on the display).

Save

Confirm.

or **If you make a mistake:**

previous

Select and confirm the option shown. This deletes all entered digits.

Exit

Confirm.

Step by step

Another key

Select and confirm the option shown.

Select the saved procedure by pressing the key. Procedures with activatable/deactivatable functions are activated with one press of the button and deactivated with the next.

You can press the procedure key during a call to automatically send the saved digits as DTMF signals → page 54. For display messages when saving procedures, see → page 106.

Step by step

Configuring repdial keys

You can also program internal and external station numbers on the second level. The LED function is not available for internal station numbers on the second level. To program the second level, you must program a "Shift" key → page 59.

See also → page 16.

▭ Hold down the key shown.

Confirm.

Assign telephony function

or

⌷≡ Open the Program/Service menu → page 21.

Prog. feature key

Select and confirm the option shown.

▬ Press the key shown.

Change key

Confirm.

if nec.

+=Next layer

Select and confirm the option shown.

Destinations →

Confirm.

Repdial key

Confirm.

▥ Enter the station number.

If you make a mistake:

previous

Select and confirm the option shown. This deletes all entered digits.

Exit

Confirm.

or

Another key

Select and confirm the option shown.

> You dial the saved number by pressing the key → page 25.
>
> You can also save a number during a call.

Deleting function key programming

Press and hold the assigned key.

Clear key

Select and confirm the option shown.

Step by step

Displaying and assigning call charges

Displaying call charges (not for U.S.)

For the current call:

Call charges are shown by default on the display when a call ends.
If you want to display call charges as they occur during a chargeable call, your service personnel must request this option from the network operator.
Call charge display must be requested from the network operator and configured by the relevant service personnel.
Depending on the setting, call charges are displayed during or after a call.
Depending on the network operator, free external calls are also displayed. The message "Free of Charge" appears on the screen either before or during the call.
If the cost indication facility has not been installed, the display will show the dialed number and/or the length of the telephone call.

> If a call is forwarded, call charges are assigned to the destination of the call transfer operation.

For all calls and for the last call

Connection charges for the last chargeable call made are displayed first. After five seconds, the accumulated connection charge (total) is displayed.

$\boxed{\geq\equiv}$ Press the key shown.

*65=Show call charges?

Select and confirm the option shown.

Step by step

Dialing with call charge assignment

You can assign external calls to certain projects.

Prerequisite: Your service personnel have defined account codes for you.

$\boxed{\geq\equiv}$ Press the key shown.

`*60=Account code?`

Select and confirm the option shown.

📲 Enter the account code.

if nec. $\boxed{\text{\#}}$ Press this key.

or

`#=Save?`

Confirm.

Depending on the required configuration; Contact your service personnel.

📲 Enter the external phone number.

You can also enter the account code during a call.

Privacy/security

Voice encryption (only for HiPath 2000/3000/5000/ HiPath OpenOffice EE)

▐▐▙ Please see also the explanations on → page 10.

Displaying status

in call mode

During calls, you can check if your call is secure.

If a key is configured with the "Security call status" function, this illuminates when the call is secure.

| Security Call Status ▲ |

Select and confirm the option shown.

or

▬ Press the "Security call status" key (if configured)

| Secure Call |

The call is secure.

or

| Standard Call |

The call is not secure.

in idle mode

You can see whether voice encryption is active on your phone from the display, when the phone is in idle mode.

▼ Open the idle menu → page 18.

| Security status ▲ |

Select and confirm the option shown.

| Secure client |

Voice encryption is activated for your telephone.

or

| Standard client |

Voice encryption is not activated for your telephone.

Notes on voice encryption

Your service personnel can define on your communication system whether you are notified of unencrypted calls and how. You will then receive a warning tone and/or a message on the display when you accept a call, accept a consultation call or are connected to a conference.

♫ Warning tone.

and/or

Standard call

Display for an unencrypted call.

or

Secure call

Display for encrypted call.

Turning ringer cutoff on and off

If you do not wish to take calls, you can activate the ringer cutoff function. Calls are only identified by **one** ring signal, and they are shown on the display.

Activating

▼ Open the idle menu → page 18.

Ringer cutoff on?

Select and confirm the option shown.

Deactivating

▼ Open the idle menu → page 18.

Ringer cutoff off?

Select and confirm the option shown.

Step by step

Activating/deactivating "Do not disturb"

If you do not wish to take calls, you can activate do not disturb. Internal callers hear the busy tone, external callers are connected to another phone, which you can specify (contact your service personnel).

Activating

▼ Open the idle menu ➔ page 18.

DND on?

Select and confirm the option shown.

Deactivating

▼ Open the idle menu ➔ page 18.

DND off?

Confirm.

> When you lift the handset, you will hear a special tone (continuous buzzing) reminding you that "Do not disturb" is activated.
>
> Authorized internal callers automatically override the DND feature after five seconds.

Step by step

Caller ID suppression

You can prevent your station number or name from appearing on the displays of external parties you call. The feature remains active until you deactivate it.

Activating

▼ Open the idle menu → page 18.

Suppress call ID?

Select and confirm the option shown.

Deactivating

▼ Open the idle menu → page 18.

Restore caller ID?

Select and confirm the option shown.

> Your service personnel can activate/deactivate caller ID suppression for all phones.

Monitoring a room

You can use a phone to monitor a room. This function must be enabled on the monitoring phone.
When you call this phone, you can immediately hear what is happening in that room.

Activating the telephone to be monitored

⌷≡ Press the key shown.

| *88=Room monitor? |

Select and confirm the option shown.

You can either leave the telephone in speakerphone mode or lift the handset and leave it directed towards the noise source.

Deactivating the telephone to be monitored

⌷≡ Press the lit key. The LED goes out.

or

📞 Replace the handset.

Monitoring the room

📱 Enter the internal station number of the phone located in the room that you wish to monitor.

Trace call: identifying anonymous callers (not for U.S.)

You can identify malicious external callers. You can record the caller's phone number during a call or up to 30 seconds after a call. In this case, you should not hang up.

⌷≡ Press the key shown.

| *84=Trace call? |

Select and confirm the option shown.

If the trace is successful, the transmitted data is stored by your network operator. Contact your service personnel.

Locking the telephone to prevent unauthorized use

You can prevent unauthorized parties from using your phone during your absence.

Locking the phone

▼   Open the idle menu ➔ page 18.

Lock phone?

Select and confirm the option shown.

or

Unlock phone?

select and confirm the option shown.

📟   Enter code (telephone lock) ➔ page 75.

> When the phone is locked, a special dial tone sounds when the handset is lifted. Within the system, users can make calls as normal.
>
> Your phone can also be locked or unlocked by an authorized party ➔ page 74.

Unlocking the phone

▼   Open the idle menu ➔ page 18.

Unlock phone

Select and confirm the option shown.

📟   Enter code (telephone lock) ➔ page 75.

Step by step

Locking another telephone to prevent unauthorized use

If configured (contact your service personnel), you can lock and unlock other telephones to prevent unauthorized access.

If a phone user locks his or her phone and forgets the personal lock code, you can use this function to unlock the phone.

$\boxed{\equiv}$ Press the key shown.

*943=Lock all phones?

Select and confirm the option shown.

Enter the internal station number of the phone you wish to lock/unlock.

*=lock phone?

Confirm,

or

#=unlock phone?

select and confirm the option shown.

Saving your PIN

Enter the lock code to use the functions
- for locking the telephone to prevent unauthorized use → page 73
- for using another telephone like your own → page 80.

You can save this code.

$\boxed{\geq\equiv}$ Press the key shown.

| *93=Change PIN? |

Confirm.

▦ Enter the current five-digit PIN.
If you have not yet set a PIN, use "00000" the first time.

▦ Enter the new PIN.

▦ Re-enter the new PIN.

> If you forget your code, contact your service personnel. Your code can be reset to "00000".

Step by step

More functions/services

Appointments function

You can configure your phone to call you to remind you about appointments→ page 77.
You must save the required call times. You can enter a single appointment that will take place in the next twenty-four hours or you can enter a daily recurring appointment.

Saving appointments

⌐≡ Press the key shown.

| *46=Timed reminder on? |

Confirm.

📱 Enter 4-digit times e. g. 0905 for 9.05 (= 9.05 a.m.) or 1430 for 14.30 (= 2.30 p.m.).

possibly 2abc or 7pqrs If the selected language is "US English" (configure → page 103) you can enter the code 2 for "am" or 7 for "pm" (default = "am").

| One time only? |

Confirm.

or

| Daily? |

Select and confirm the option shown.

| Save? |

Confirm.

Deleting and checking a saved appointment

⌐≡ Press the key shown.

| #46=Timed reminder off? |

Confirm.

| Delete? |

Confirm.

or

| Exit? |

Select and confirm the option shown.

Step by step

Reminder at 1200

Send message?

0=Please callback?

Enter message text?

Send?

Using timed reminders

Prerequisite: You have saved a reminder → page 76. The saved time arrives.

The phone is ringing. The appointment time is displayed.

🔊 Press key twice.

or

☎ Lift the handset and replace it again.

> If you do not answer the timed reminder, it is repeated five times and then deleted.

Sending a message

You can send short text messages to individual stations or groups of stations with system telephones.

Creating and sending a message

▼ Open the idle menu → page 18.

Select and confirm the option shown.

📟 Enter the internal station number of the recipient or group.
Select predefined text (can be changed by service personnel) and confirm.

or

0+ ... 9wxyz Enter the code directly.
The code is shown on your display with the corresponding message.

or

Select and confirm the option shown.

📟 Text entry (up to 24 characters) → page 17.

Confirm.

> Transmitted text messages are saved as callback requests on system telephones with no display and on ISDN, pulse or tone dialing telephones.

Step by step

Displaying and deleting messages you have sent

Prerequisite: The recipient has not yet accepted a sent message.

▼   Open the idle menu → page 18.

| View sent message? |

Select and confirm the option shown.

| Message sent? |

Confirm.

The text message is displayed.

| Delete? |

Select and confirm the option shown.

The message is deleted.

Viewing and editing incoming messages

Pay attention to the notes on → page 19.

✉   The LED lights up. Press the key shown.

or

| View messages? ♦ |

Confirm.

The sender's caller ID appears on the display.

| Message sent? |

Confirm.

The text message appears on the display.

Viewing the transmission time

| Time/date sent? |

Confirm.

Calling the sender

| Call sender? |

Select and confirm the option shown.

Deleting messages

| Delete? |

Select and confirm the option shown.

Step by step

Leaving an advisory message

You can leave messages/advisory messages on your phone's display for internal callers that wish to contact you in your absence.
When you receive a call, the message appears on the caller's display.

[▼] Open the idle menu → page 18.

| Advisory msg. on |

Select and confirm the option shown.

| 0=Will return at: |

Select predefined text (can be changed by service personnel) and confirm.

or

[□+] ... [9wxyz] Enter the code directly.
The code is shown on your display with the corresponding message.

> Predefined messages with a colon can be completed by entering a digit.

or

| Enter message text? |

Select and confirm the option shown.

📱 Enter message (up to 24 characters) → page 17.

| Save? |

Confirm.

Deleting advisory messages

[▼] Open the idle menu → page 18.

| Advisory msg. off? |

Select and confirm the option shown.

Step by step

Using another telephone like your own for a call

Other parties can temporarily use your phone like their own for an outgoing call.

⌐≡⌐ Press the key shown.

| PIN and Authorization   ◆ |

Select and confirm the option shown.

| *508=Temporary Phone? |

Select and confirm the option shown.

📳 Enter the number of the other user.

📳 Enter the other user's lock code → page 75.

if nec.

| Change PIN? |

If the other user has not set a PIN, he or she is prompted to do so on his or her phone.

📳 Dial the external number.

This state is canceled as soon as the call is ended.

Using a mobile phone number at a random phone

You can program a mobile phone number that was set up especially for you by your service personnel at a system-based OpenStage phone of your choice. The original "guest telephone" setting is deactivated. The mobile phone number remains available until you log off the "guest telephone".

Logging on to the "guest telephone"

Log on to the "guest telephone" with a mobile phone number.

Prerequisite: You received a mobile phone number and, where applicable, a password (consult your service personnel).

📟 Enter the code for "Mobile Login (Log on)", see
➔ page 113).
You see the prompt "New num".

📟 Enter the mobile phone number.

if nec. 📟 Enter your password.

| # | Press the key shown.

or

Entry complete   Confirm

The logon procedure begins.

Your mobile phone number will appear on the left of the display when you are correctly logged on ➔ page 18.

Moving the connection to the next telephone

If you want to move your connection from the first "guest telephone" to a second "guest telephone", log onto the second "guest telephone" in the usual fashion (see → page 81).

The message "Log off successful" is output on the first "guest telephone". The "home telephone" remains locked. You can now use the second "guest telephone" in the same way as the first one.

Logging off the "guest telephone"

📱 Enter the code for "Mobile Login (log off)", (see → page 113).
The logoff procedure begins.

The "guest telephone" is now available again with its original phone number, features and functions.

Resetting services and functions (system-wide cancellation for a telephone)

A general reset procedure is available for initiated functions. The following functions are deleted, if enabled:

- Forwarding on
- Advisory msg. on
- Ringing group on
- Hunt group off
- Suppress call ID
- Call waiting tone off
- Do not disturb on
- Ringer cutoff on
- Received messages:
- View callbacks

⌈≡⌉ Press the key shown.

#0=Reset services?

Select and confirm the option shown[1].

[1] "Differing display view in a HiPath 4000 environment"

Activating functions for another telephone

If configured (contact your service personnel), you can activate and deactivate the following functions for other phones (associated service):

- Do not disturb,
  code: *97/#97 → page 70
- Call forwarding, code *11, *12, *13/#1 → page 30
- Lock and unlock phone,
  code *66/#66 → page 73
- Ringing group
  code *81/#81 → page 91
- Leave an advisory message,
  code *69/#69 → page 79
- Group call,
  code *85/#85 → page 91
- Reset services and functions,
  code #0 → page 83
- Control relays,
  code *90/#90 → page 89
- Night answer,
  code *44/#44 → page 58
- Timed reminders,
  code *46/#46 → page 76

⊡≡ Press the key shown.

*83=Associated serv? Confirm.

📲 Enter the internal station number of the phone where you wish to activate the function.

📲 Enter code (for example, *97 for "Do not disturb on").

For any additional input, follow the instructions on your display.

Using system functions from outside DISA (direct inward system access)

If configured (contact your service personnel), you can use an external phone like an internal station to set up an outgoing external connection via the system. You can also activate or deactivate the following system functions:

- Reset services and functions,
  code #0 → page 83
- Call forwarding, code *1/#1 → page 30
- Lock and unlock phone,
  code *66/#66 → page 73
- Save your PIN,
  code *93 → page 75
- Send a message,
  code *68/#68 → page 77
- Leave an advisory message,
  code *69/#69 → page 79
- Ringing group, code *81/#81 → page 91
- Group call, code *85/#85 → page 91
- Caller ID suppression,
  code *86/#86 → page 71
- Camp-on tone, code *87/#87 → page 50
- Open door, code *61 → page 38
- Release door opener, code *89/#89 → page 39
- Control relays, code *90/#90 → page 89
- Do not disturb, code *97/#97 → page 70
- Ringer cutoff, code *98/#98 → page 69
- Dial using speed dial, code *7 → page 45
- Associated service, code *83 → page 84

Prerequisite: Your phone supports tone dialing (DTMF) or you can switch your phone to tone dialing. The phone is not connected to the system.

📟 Establish a connection to the system. Enter the station number (contact your service personnel).

📟 Wait for the continuous tone (if necessary, switch phone to tone dialing) and enter the internal number assigned to you and the corresponding PIN.

⃞# Enter the code (only required if programmed in the system).

Step by step

📱 Wait for the dial tone and enter the code for example, ∗97 for Do not disturb on. If necessary, make further entries; refer also to the user guide for dial pulse/DTMF phones.

or

📱 Dial the external number.

▐▶ You can only perform one function/establish one outgoing connection at a time.
The connection is cleared as soon as the function is successfully activated.
In the case of an external call, the connection is cleared as soon as one of the call partners hangs up.

Using functions in ISDN via code dialing (keypad dialing)

If authorized (contact your service personnel), you can access ISDN functions in some regions using codes.

⊡ Press the key shown.

∗503=Keypad dialing?

Confirm.

📱 Enter the required trunk number (contact your service personnel).

📱 Entering a code for required ISDN function (contact your service personnel).

▐▶ Contact your network provider to find out which ISDN functions can be code-operated in your country.

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Step by step

Controlling connected computers/programs/telephone data service

If this function has been configured (contact your service personnel), you can control connected computers or programs running on them, such as hotel services or information systems, from your telephone.

Prerequisite: You have set up a connection.

$\boxed{\geq}$ Press the key shown.

| *42=Tel. data service? |

Confirm.

For entering data, you are guided by the connected computer. However, depending on configuration (contact your service personnel), you must activate your entries in one of the following ways:

Inputs in en-bloc mode:

$\boxed{\square +}$ **...** $\boxed{9_{wxyz}}$ Enter data.

$\boxed{\#}$ Complete entry.

or

| Entry complete? |

Confirm.

or **Inputs in online mode:**

The connected computer processes your entries directly.

$\boxed{\#}$ Enter the code.

$\boxed{\square +}$ **...** $\boxed{9_{wxyz}}$ Enter data.

Step by step

Communicating with PC applications over a CSTA interface

If configured (contact your service personnel), you can use your phone to communicate with PC applications (CSTA = **C**omputer **S**upported **T**elecommunications **A**pplications). You send information to the application and receive information from the application, for example, via your phone display.

| ✱ | 4 ghi | 9 wxyz | 4 ghi | Enter the code.

🖐 Enter the three-digit ID for the application you wish to control.
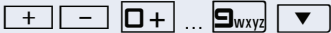
| + | − | 0 + | ... | 9 wxyz | | ▼ | Use the relevant keys to communicate with the application.

Ending communication with the application

Select and confirm the relevant CSTA message.

or

➙ ⬐ Lift the handset and replace it again.

Controlling relays (only for HiPath 3000)

If this function has been configured (contact your service personnel), you can use up to four relays to enable/disable different devices (such as a door opener).
Depending on how you program the relays, you can activate and deactivate them manually them or configure them to activate and deactivate automatically (after timeout).

> Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 100!

| *90=Control Relay On? |

Select and confirm the option shown,

or

| #90=Control Relay Off? |

select and confirm the option shown.

| 1␣ | ... | 4 ghi |

Enter the relay.

Sensors (HiPath 33x0/35x0 only)

If configured (contact your service personnel), sensors are able to recognize signals, call your phone, and display an appropriate message on the screen.

Radio paging (not for U.S.)

If radio paging equipment (PSE) is connected to your system (contact your service personnel), you can locate people via their pocket receivers.

Pocket receivers signal a call request to the person you want to page. This person can then answer the page at the nearest phone.

Paging persons

To ensure that you can be found, you must have enabled a ringing group → page 93, call forwarding → page 30 or call forwarding-no answer (service technician) to the internal station number of your PSE. A call request is signaled automatically.

Answering the page from the nearest telephone

➜ Lift the handset.

⭐ 5jkl 9wxyz   Enter the code.

▦   Enter own station number.

Using team functions

If configured (consult your service personnel), your telephone is part of a team. The team consists of internal phones that are able to use certain functions.

Activating/deactivating a group call

▮▮▶ Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) ➔ page 96!

If configured (consult your service personnel), you belong to one or more groups of stations, which can be reached via hunt group or group call station numbers. Incoming calls are signaled one after the other (= hunt group) or simultaneously (= group call) on all phones in the group, until a group member answers the call.

Each station in the group can still be reached via their personal station number.

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group.

You are part of a hunt group or call group

▼ Open the idle menu ➔ page 18.

| Leave group? |

Select and confirm the option shown[1],

or

| Join group? |

select and confirm the option shown.

You belong to multiple groups

▼ Open the idle menu ➔ page 18.

| Leave group? |

Select and confirm the option shown[1],

or

| Join group? |

select and confirm the option shown.

| 301 X Group name |

If an "X" appears between group/trunk number (such as 301) and group name, the audible tone is active for this group or trunk.

[1] "Differing display view in a HiPath 4000 environment"

Step by step

or

| 301   Group name |

No "X" means that the audible tone is deactivated.

| Next? |

Confirm. The next group/trunk number is displayed with a group name.

or

| Leave group? |

Select and confirm the option shown[1].
The audible tone for the group/trunk displayed is deactivated.

or

| Join group? |

Select and confirm the option shown[1].
The audible tone for the group/trunk displayed is activated.

or

| #=Leave all groups |

Select and confirm the option shown.
The audible tone for all groups and trunks is deactivated.

or

| *=Rejoin all groups |

Select and confirm the option shown.
The audible tone for all groups and trunks is activated.

> If you have activated the audible tone for another group/trunk or deactivated the audible tone for all groups/trunks you belong to, you will hear a special dial tone when you lift the handset.

[1]   "Differing display view in a HiPath 4000 environment"

Step by step

Accepting a call for another member of your team

You can use your own telephone to accept calls for other telephones in your team, even while on a call (call pickup groups; contact your service personnel).

Prerequisite: Your telephone rings briefly. "Call for:" appears on the upper display line with the station number or name of the originator; the station number or name of the caller appears on the lower line.

Pickup - group?

Confirm.

Ringing group

You can have calls for your telephone signaled audibly at up to five other internal phones. The phone that answers the call first receives the call.

Special features must be taken into consideration if your telephone operates with HiPath 5000 (system networking via PC network) → page 99!

Saving, displaying, and deleting telephones for the ringing group

Press the key shown.

*81=Ringing group on?

Select and confirm the option shown.

Follow the display prompts (enter the internal station number).

If your phone belongs to a ringing group, your display will show the station number or the name of the originator on the upper line and that of the caller on the lower line.

Removing all telephones in a call ringing group

Ringing group off?

Select and confirm the option shown.

Step by step

Uniform Call Distribution (UCD)

If configured (consult your service personnel), you may belong to a group of stations (agents), to which calls are distributed.
An incoming call is always assigned to the agent idle the longest.

Logging on and off at the beginning and end of your shift

$\boxed{\geq}$ Press the key shown.

UCD?

Select and confirm the option shown.

*401=Log on?

Confirm,

or

#401=Log off?

select and confirm the option shown.

📳 To log on, enter your identification number ("Agent:").
Contact your service personnel to find out what it is.

Logging on and off during your shift

$\boxed{\geq}$ Press the key shown.

UCD?   ♦

Select and confirm the option shown.

#402=Not available?

Confirm.

or

*402=Available?

select and confirm the option shown.

Step by step

Requesting and activating a work time

You can request/activate work time to ensure you have enough time to wrap up the last call. Your phone is excluded from call distribution for a set period or until you log back on.

$\boxed{\geq}$ Press the key shown.

| UCD? |

Select and confirm the option shown.

| *403=Work on? |

Confirm.

or

| #403=Work off? |

select and confirm the option shown.

Turning the night service on and off for UCD

$\boxed{\geq}$ Press the key shown.

| UCD? |

Select and confirm the option shown.

| *404=UCD night on? |

Confirm.

or

| #404=UCD night off? |

select and confirm the option shown.

Display the number of waiting calls

$\boxed{\geq}$ Press the key shown.

| UCD? |

Select and confirm the option shown.

| *405=Calls in queue? |

Confirm.

Special functions in the LAN

If your telephone is operating in a HiPath 5000 environment, multiple /HiPath 2000/
HiPath 3000HiPath OpenOffice EE systems are interconnected via a LAN (**L**ocal **A**rea **N**etwork, such as a proprietary PC network). You are conducting a call via the LAN (PC network).
In this instance, you must note certain particularities for some functions. These are described in this section.

HiPath OpenOffice can not be operated in a HiPath 5000 environment.

Leaving hunt group/group call

Prerequisite: You are part of a hunt group/group call → page 91 in another HiPath 2000/HiPath 3000/
HiPath OpenOffice EE:

▼ Open the idle menu → page 18.

DISA intern?

Select and confirm the option shown.

📱 Enter the (DISA) number of the other HiPath 2000/
HiPath 3000/HiPath OpenOffice EE.

OK **or** # Confirm your entry.

📱 Enter the (DISA) station number of your phone.

OK **or** # Confirm your entry.

Leave group?

Select and confirm the option shown,

or

Join group?

select and confirm the option shown.

You belong to multiple groups associated with another HiPath 2000/HiPath 3000/HiPath OpenOffice EE

📱 Enter group number for "directed joining/leaving".

Step by step

Setting up "follow me" call forwarding

You can activate/deactivate call forwarding HiPath 5000 for your phone from other phones in the → page 30 environment.

▼ Open the idle menu → page 18.

DISA intern?

Select and confirm the option shown.

📱 (DISA) number of the HiPath 2000/HiPath 3000/ HiPath OpenOffice EE.

`OK` **or** `#` Confirm your entry.

📱 Enter the (DISA) station number of your phone.

`OK` **or** `#` Confirm your entry.

Activating

▼ Open the idle menu → page 18.

Forwarding on?

Select and confirm the option shown.

1=all calls?

Confirm,

or

2=external calls only?

select and confirm the option shown,

or

3=internal calls only?

select and confirm the option shown.

📱 Enter the destination phone number.

Save?

Confirm.

Deactivating

▼ Open the idle menu → page 18.

Forwarding off?

Select and confirm the option shown.

97

Step by step

Using night answer

If authorized (contact your service personnel), you can set telephones in other HiPath 2000/HiPath 3000/HiPath OpenOffice EE communications platforms as the night answer➔ page 58.

▼   Open the idle menu ➔ page 18.

DISA intern?

Select and confirm the option shown.

📱   Enter the (DISA) number of the other HiPath 2000/HiPath 3000/HiPath OpenOffice EE.

| OK | or | # | Confirm your entry.

📱   Enter the (DISA) station number of your phone.

| OK | or | # | Confirm your entry.

Activating

▼   Open the idle menu ➔ page 18.

Night answer on?

Select and confirm the option shown.

📱   Enter the destination number (= temporary night answer service).

Save?

Confirm.

Deactivating

▼   Open the idle menu ➔ page 18.

Night answer off?

Select and confirm the option shown.

Step by step

Ringing group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other HiPath 2000/HiPath 3000/HiPath OpenOffice EE communications platforms➔ page 93.

Saving, displaying, and deleting telephones for the ringing group

⌨ Press the key shown.

`*81=Ringing group on?`

Select and confirm the option shown.

`Add to ringing group?`

Select and confirm the option shown,

or

`Add another station?`

select and confirm the option shown,

or

`Display/remove?`

select and confirm, then follow the operating instructions.

📱 Enter the station number.

`#=Entry complete?`

Confirm.

`Save?`

Confirm.

`Exit?`

Select and confirm the option shown.

Removing all telephones in a call ringing group

▼ Open the idle menu ➔ page 18.

`Ringing group off?`

Select and confirm the option shown.

Step by step	
	# Controlling relays (only for HiPath 3000)
	If this feature is configured (contact your service personnel), you can also control relays → page 89 in other HiPath 3000 communications platforms.
▼	Open the idle menu → page 18.
DISA intern?	Select and confirm the option shown.
📱	Enter the (DISA) station number of the HiPath 3000 where you wish to control the relay.
OK or #	Confirm your entry.
📱	Enter the (DISA) station number of the phone you wish to use to control the relay.
OK or #	Confirm your entry.
*90=Control Relay On?	Confirm,
or	
#90=Control Relay Off?	select and confirm the option shown.
1␣ ... 4ghi	Enter the relay.

Step by step

Opening a door

If configured (contact your service personnel), you can also activate the door opener → page 38 in other HiPath 2000HiPath 3000HiPath OpenOffice EE communications platforms.

| ▼ | Open the idle menu → page 18. |

DISA intern?

Select and confirm the option shown.

📟 Enter the (DISA) number of the HiPath 2000/ HiPath 3000/HiPath OpenOffice EE where you wish to control the door opener.

| OK | **or** | # | Confirm your entry.

📟 Enter the (DISA) station number of the phone you wish to use to control the door opener.

| OK | **or** | # | Confirm your entry.

Open door?

Select and confirm the option shown.

📟 ♫ Dial the entrance telephone number.
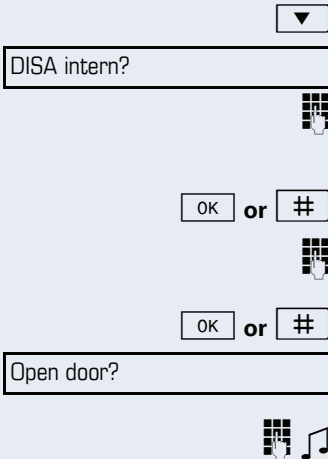
Step by step

Individual phone configuration

Setting contrast

The display has four contrast levels that you can set according to your light conditions.

`+` **or** `-` Press one of the keys shown in idle mode.

Display contrast?

Select and confirm the option shown.

`+` **or** `-` Change the display contrast. Press the key repeatedly until the desired level is obtained.

`OK` Save.

Adjusting audio settings

Optimize the audio settings on your OpenStage 15 for your work environment and according to your personal requirements.

Adjusting the receiving volume during a call

You are conducting a call.

`+` **or** `-` Raise or lower the volume. Keep pressing the key until the desired volume is set.

`OK` Save.

Adjusting the ring volume

`+` **or** `-` Press one of the keys shown in idle mode → page 18.

Ring volume?

Confirm.

`+` **or** `-` Raise or lower the volume. Keep pressing the key until the desired volume is set.

`OK` Save.

Step by step

Adjusting the ring tone

☐ + ☐ **or** ☐ − ☐   Press one of the keys shown in idle mode ➔ page 18.

Ring tone?

Select and confirm the option shown.

☐ + ☐ **or** ☐ − ☐   To adjust the ring tone: Keep pressing the keys until the desired tone is set.

☐ OK ☐   Save.

Adjusting the speakerphone to the room acoustics

To help the other party understand you clearly while you are talking into the microphone, you can adjust the telephone to the acoustics in your environment: "T0343 Quiet room," "T0344 Normal room" and "T0345 Noisy room."

☐ + ☐ **or** ☐ − ☐   Press one of the keys shown in idle mode ➔ page 18.

Speakerphone mode?

Select and confirm the option shown.

☐ + ☐ **or** ☐ − ☐   To set the room type: Keep pressing these keys until the setting you want appears on the screen.

☐ OK ☐   Save.

Turn ringtone on/off

☐ ✳ ☐   Hold down the key shown.

Language for system functions

☐ ≥≡ ☐   Press the key shown.

More features?   ☐ ↕

Select and confirm the option shown.

*48= Select language?

Select and confirm the option shown.

15=Spanish?

Select the language you wish to use (such as "Spanish") and press the "OK" dialog key to confirm.

Step by step

Testing the phone

Phone functions, testing

You can test your phone's functionality.

Prerequisite: The phone is in idle mode.

⌕≡ Press the key shown.

| More features? ⬍ |

Select and confirm the option shown.

| *940=Phone test? |

Select and confirm the option shown.

If everything is functioning correctly:
• all LEDs on the phone flash (only the menu key LED
  is continuously lit)
• your station number is displayed,
• all pixels are active on the display,
• the ring tone is audible

Differing display view in a HiPath 4000 environment

Depending on the system configuration, some functions may not always be offered in the display as described in this document.

In addition, display texts may differ from those described in this document according to the system configuration.

The following table provides an overview:

HiPath 2000/ HiPath 3000/ HiPath OpenOffice display	HiPath 4000 display	Description
Service?	Program/Service?	→ page 21
View callbacks?	Show callback destinations?	→ page 35
Caller list?	Call log?	→ page 41
Change Speed Dial?	Speed dialing?	→ page 45
Call wait.term.?	Camp-on termination?	→ page 50
Call wait.term.off?	Camp-on deact.?	
Ringer cutoff on?	Ringer on?	→ page 69

Fixing problems

Responding to error messages

Invalid entry

Possible causes:

Station number is incorrect.

Possible reaction:

Enter correct station number.

Not authorized

Possible cause:

Locked function selected.

Possible reaction:

Apply to service personnel for authorization for relevant function.

Currently not possible

Possible causes:

Dialed a non-existent station number. Called phone is unplugged.

Possible reactions:

Enter correct station number. Call this station again later.

Invalid station number

Possible cause:

Dialed your own station number.

Possible reactions:

Enter correct station number.

Contact partner in the case of problems

Contact your service personnel if a fault persists for more than five minutes, for example.

Troubleshooting

Pressed key does not respond:

Check if the key is stuck.

Telephone does not ring:

Check whether the "Do not disturb" function is activated on your telephone (→ page 70). If so, deactivate it.

You cannot dial an external number:

Check whether your telephone is locked.
If the phone is locked, enter your PIN to unlock it
→ page 73.

To correct any other problems:

First contact the relevant service personnel. If the service personnel are unable to correct the problem, they must contact Customer Service.

Caring for your telephone

- Never allow the telephone to come into contact with coloring, oily or aggressive agents.
- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use aggressive or alcohol-based cleansers on plastic parts. The use of scouring agents is also forbidden.

Labeling keys

The following options are available for labeling keys of the OpenStage 15 and/or OpenStage Key Module 15 with the functions assigned to them or the saved numbers on them:

Labeling
- By hand:
  Labeling strips are supplied with your OpenStage 15 and OpenStage Key Module 15. Note the function or name in the white field on the strip and insert the strip on your OpenStage 15 or OpenStage Key Module 15.
- With a computer via the Internet:
  You can find the "online labeling tool" together with the user interface at http://wiki.siemens-enterprise.com/index.php/Key_Labelling_Tool .
- Select the appropriate key labeling tool in your language. You can use the tool online via the browser or you can download it for local use.

Index

Overview of functions and codes

The following table lists all available functions, as shown on the display. If configured (contact your service personnel), functions can be activated interactively (select and confirm) via the Program/Service menu (select and confirm or enter a code).

Functions (=display)	... Interactively ▲ ▼	... Via the Program/Service menu ▶≡ → page 21 ▲ ▼	Code
Account code		✓	*60
Advisory msg. on	✓	✓	*69
Advisory msg. off	✓	✓	#69
Associated dial		✓	*67
Associated serv.		✓	*83
Call waiting	✓	✓	*55
Waiting tone off	✓	✓	*87
Waiting tone on	✓	✓	#87
Call wait.term.on		✓	*490
Call wait.trm.off		✓	#490
Callback	✓	✓	*58
View callbacks/Delete	✓	✓	#58
Caller list	✓	✓	#82
Save number	✓	✓	*82
Conference	✓	✓	*3
Start conference	✓		
Add party	✓		
End conference	✓	✓	#3
View conf parties	✓	✓	
Remove party	✓	✓	
Drop last conf. party			*491
Consultation	✓		
Return to held call	✓	✓	*0
Quit and return	✓	✓	*0
Transfer/Accept call	✓		
Control Relay On (only for HiPath 3000)		✓	*90
Control Relay Off (only for HiPath 3000)		✓	#90

Functions (=display)	... Interactively ▲ ▼	... Via the Program/Service menu 🗐 → page 21 ▲ ▼	Code
Data I/O Service			*494
Directory			
1=internal	✓		*54
2=LDAP	✓		*54
DISA			
DISA intern	✓	✓	*47
Discreet Call			*945
DND on	✓	✓	*97
DND off	✓	✓	#97
Door opener on		✓	*89
Door opener off		✓	#89
DTMF dialing		✓	*53
En-bloc dialing			
Dial	✓		
Forwarding on	✓	✓	*1
1=all calls	✓	✓	*11
2=external calls only	✓	✓	*12
3=internal calls only	✓	✓	*13
Forwarding off	✓	✓	#1
CFNR on		✓	*495
CFNR off		✓	#495
Trunk FWD on	✓	✓	*64
Trunk FWD off	✓	✓	#64
HF answerback on	✓	✓	*96
HF answerback off	✓	✓	#96
Hotline			
Join group	✓	✓	*85
Leave group	✓	✓	#85
In hunt group	✓	✓	*85*
Out of hunt group	✓	✓	#85#
Keypad dialing		✓	*503

Functions (=display)	... Interactively ▲ ▼	... Via the Program/Service menu ⊵≡ → page 21 ▲ ▼	Code
Lock all phones		✓	*943
Lock phone	✓	✓	*66
Unlock phone	✓	✓	#66
Change PIN		✓	*93
Mute on		✓	*52
Mute off		✓	#52
Night answer on	✓	✓	*44
Night answer off	✓	✓	#44
Open door		✓	*61
Override	✓	✓	*62
Page			
Answer page (not for U.S.)		✓	*59
Park a call		✓	*56
Retrieve call		✓	#56
Phone test		✓	*940
Pickup - directed		✓	*59
Pickup - group	✓	✓	*57
Accept call	✓		
Redial	✓		
Rejecting calls	✓		
Release			
Reset services		✓	#0
Ringer cutoff on	✓	✓	*98
Ringer cutoff off	✓	✓	#98
Ringing group on		✓	*81
Ringing group off		✓	#81
Room monitor		✓	*88
Select language		✓	*48

Functions (=display)	... Interactively	... Via the Program/Service menu ⁷≡ → page 21	
	▲ ▼	▲ ▼	Code
Send message	✓	✓	*68
View sent message	✓	✓	#68
View messages	✓	✓	#68
Mailbox			
Show call charges (own phone)		✓	*65
Speaker call		✓	*80
Suppress call ID	✓	✓	*86
Restore caller ID	✓	✓	#86
Tel. data service			*42
Temporary MSN (not for U.S.)	✓	✓	*41
Temporary Phone		✓	*508
Timed reminder on		✓	*46
Timed reminder off		✓	#46
Toggle/Connect	✓	✓	*2
Trace call		✓	*84
Transfer	✓		
Trunk flash		✓	*51
UCD			
Log on		✓	*401
Log off		✓	#401
Available		✓	*402
Not available		✓	#402
Work on		✓	*403
Work off		✓	#403
UCD night on		✓	*404
UCD night off		✓	#404
Calls in queue		✓	*405
Use speed dialing		✓	*7
Change Speed Dial? (station)		✓	*92

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www.siemens.com/open